

# Golden Guide & Golden Pass Frequently Asked Questions



## About The Golden Guide

### Q: Who is Tourism Golden?

- Tourism Golden is the Destination Marketing Organization (DMO) that works to market Golden and Area 'A' as a destination for people who may want to come here. We support local businesses and develop marketing programs that promote the place, activities, and culture that Golden has to offer. This brings valuable tourism dollars to Golden's economy.

### Q: What is the Golden Guide?

- The Golden Guide is a 10-module course that shares information about Golden as a destination and what it offers visitors during their stay. This program is for community champions, like yourself, who regularly interact with visitors. It's designed to provide you with the information & resources that you need to create an exceptional experience for visitors.

### Q: Who is this Guide for?

- The Golden Guide is for anyone that interacts directly with visitors of Golden including hospitality services, tourism businesses and activity providers or anyone currently residing in Golden and Area A that wants to learn and tell the world about Golden!

### Q: Why should I spend my time on this? What's in it for me?

- When you complete the modules in the guide you are eligible to receive a Golden Pass which gives you discounts and benefits for local companies- Who doesn't like discounts to your favourite spots?

### Q: Are there fees involved?

- There are no fees, this is proudly brought to you by Tourism Golden.

### Q: Who can I contact if I need help or have feedback?

- If you have a question that we haven't answered, you can reach out to [support@goldenguide.ca](mailto:support@goldenguide.ca), and we'll get back to you as soon as possible.



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## Getting Started

### Q: How do I register?

- Visit [www.goldenguide.ca](http://www.goldenguide.ca) and click on the Get Started button, fill out your name & email address and hit "Sign up"

### Q: How do I log in?

- Click Sign In, in the top right-hand corner and enter the email address and password you used to sign up.

### Q: How long does it take?

- There are 10 modules you need to complete in order to earn your Golden Pass. Typically, the time to complete all 10 modules is between 1-2 hours.

### Q: How long will I have access to the Guide?

- You'll have access to the Golden Guide through the end of March 2024. Until then, you're welcome to come back and rewatch videos or access the resources anytime. The Guide will be updated each April with the latest information, and when that happens you'll need to re-complete the program in order to access the new resources and rewards.

### Q: Where can I check my progress?

- You can see how far along you are in the Guide by checking the progress bar on the top left-hand side of your screen. You can also see this on your Dashboard, on the Guide button.

### Q: How many modules do I have to complete?

- You can complete as many modules as you like however you must complete all 10 modules in order to earn your Golden Pass.



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## Q: Can I go back and watch videos that I have already watched?

- You can start, pause, go back, and rewatch the video in previous modules as much as you'd like. If you get stuck on a question in a quiz, you can leave the quiz, go back and find the answer in the video, then return back to your quiz without losing your place.

## Q: What happens if I get answers on the quiz wrong?

- You must score at least 80% on each quiz in order to pass and move on to the next module. If you answer a question incorrectly, you're still required to complete the entire quiz before making another attempt at the question. You may attempt each quiz as many times as you like.

## About The Golden Pass

### Q: What is the Golden Pass?

- The Golden Pass is a rewards program that is offered exclusively to those who have successfully completed the Golden Guide. Administered through the [FREE Golden BC App](#) it provides rewards, discounts and experiences at participating tourism and hospitality businesses all over Golden.

### Q: Where can I find my Golden Pass?

- Once you've completed the Golden Guide, you'll be able to access your Golden Pass exclusively through the [FREE Golden BC App](#). You will receive an email within 7 days confirming your access to the Golden Pass rewards program, this email will include instructions on how to download the Golden BC App, create an account and find your Golden Pass. **It is important that you use the same email address to create your Golden BC App account as the one used to create your Golden Guide account.** These emails must be the same in order to get access to the Golden Pass.

**Please note:** If you haven't received your email to access your rewards after a week, please reach out to us at [support@goldenguide.ca](mailto:support@goldenguide.ca)



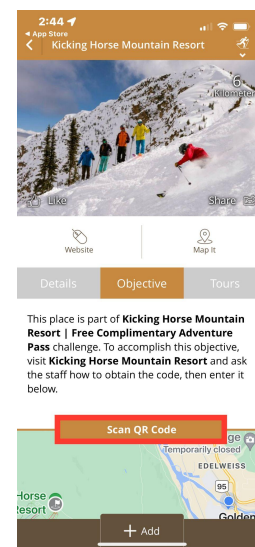
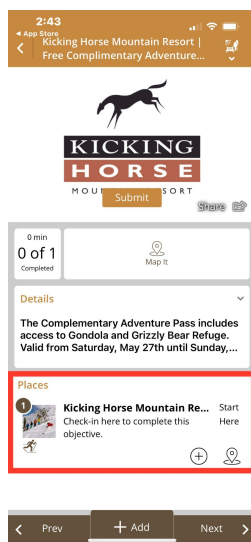
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## Q: What establishments can I use the Golden Pass at? How do I redeem it?

- The Golden Pass program provides rewards, discounts and experiences to multiple restaurants, cafes and attractions in Golden and the surrounding area.

To redeem a Golden Pass reward you must let the business know prior to ordering. Tap on the reward you wish to redeem, then tap on the name of the business to check in. You will then need to either scan a QR code or enter an alphanumeric code to successfully redeem the reward. Once redeemed you will see a notification badge which you must show the business in order to receive the reward.



## Q: Do these rewards expire?

- Some rewards will only be valid at certain times of the year, you need to read the description of each reward to know when they are available. The Golden Pass program will expire on March 31, 2024. On April 1 the new Golden Guide and Golden Pass programs will be released with new rewards. You'll need to complete the Golden Guide each year in order to access the new set of rewards.

## Q: Why can my friend see a reward that I cant?

- New offers can up uploaded to the Golden Pass at any anytime. Make sure that your [FREE Golden BC App](#) is kept up-to-date to make sure you have access to the latest rewards.

